

2002
Consumer Satisfaction
for
Missouri Central Region
Regional Report
Community-based Services

Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health



Christine Rinck, Ph.D., Project Director, Consumer Satisfaction
UMKC Institute for Human Development, a UCE
Kansas City, Missouri

Gary Harbison, MA, DMH Outcomes Coordinator,
Office of Quality Management

Christine Squibb, Director, Office of Consumer Affairs



Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

December 2002



DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Comprehensive Psychiatric Services Central Region

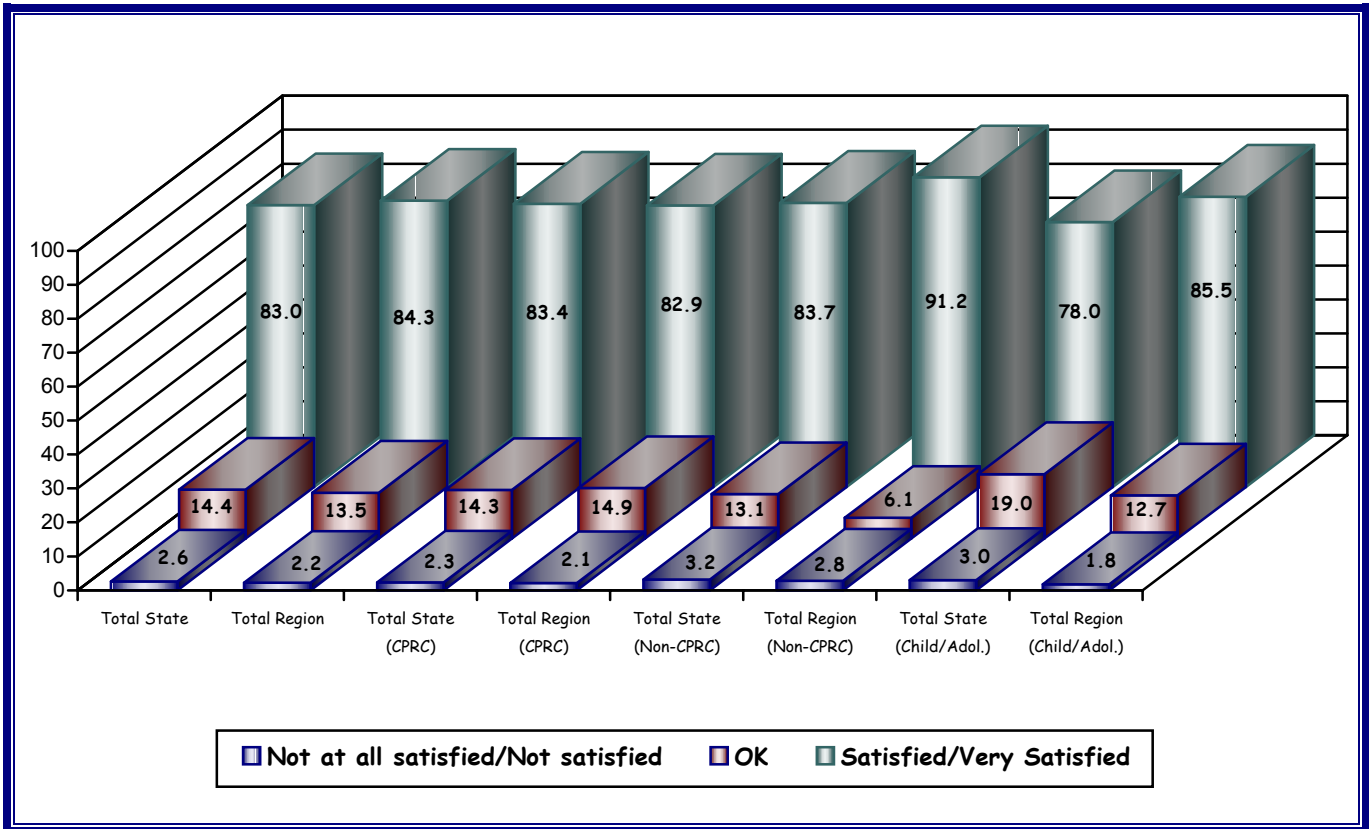
Demographics

		Total Served		Survey Returns			
		Total State CPS Community Services	Total Region CPS Community Services*	Total Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
SEX	Male	46.2%	44.2%	44.8%	43.8%	41.1%	58.9%
	Female	53.8%	55.8%	55.2%	56.2%	58.9%	41.1%
RACE	White	79.2%	92.3%	86.4%	86.2%	86.1%	88.4%
	Black	18.3%	5.7%	8.2%	8.6%	6.4%	7.1%
	Hispanic	0.6%	0.3%	0.8%	0.7%	1.6%	0.9%
	Native American	0.4%	0.4%	2.0%	2.3%	1.6%	0%
	Pacific Islander	0.1%	0.1%	0.2%	0.2%	0.5%	0%
	Alaskan	0.0%	0.0%	0.1%	0.1%	0%	0%
	Oriental	0.3%	0.2%	0.2%	0.1%	0.5%	0%
	Bi-Racial	0.2%	0.2%	1.4%	1.0%	2.1%	3.6%
	Other	0.8%	0.8%	0.8%	0.8%	1.1%	0%
AGE				40.09	43.41	38.57	12.25
	0-17	14.2%	16.9%	10.0%	0.6%	8.3%	99.1%
	18-49	62.7%	60.7%	63.1%	68.8%	69.6%	0.9%
	50+	23.2%	22.5%	26.8%	30.6%	22.1%	0%

Region includes: Arthur Center, Comprehensive Health Systems, Inc., Mark Twain Mental Health Center, New Horizons-Jefferson City, New Horizons-Columbia, Pathways-Columbia, Pathways-Jefferson City, Preferred-Hannibal, Preferred-Kirksville, University Behavioral Health Services.

*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways, Preferred and New Horizons may be included in several regional reports.

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 83.0% of the individuals served by Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (84.3% for this region versus 83.0% for the state).
- The Non-CPRC consumers rated the program higher than other groups (91.2% with at least a "satisfied" rating).
- The lowest satisfaction was in the CPRC program, where 82.9% of those served gave a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with the staff who serve you?	4.37 (5293)	4.39 (1294)	4.38 (3329)	4.36 (999)	4.38 (1489)	4.54 (184)	4.19 (475)	4.39 (111)
with how much your staff know about how to get things done?	4.28 (5227)	4.31 (1288)	4.31 (3304)	4.29 (996)	4.28 (1457)	4.44 (182)	4.11 (466)	4.23 (110)
with how staff keep things about you and your life confidential?	4.42 (5225)	4.42 (1287)	4.40 (3298)	4.38 (997)	4.48 (1461)	4.59 (181)	4.30 (466)	4.51 (109)
that your treatment plan has what you want in it?	4.25 (5203)	4.30 (1275)	4.28 (3297)	4.30 (989)	4.21 (1442)	4.26 (175)	4.13 (464)	4.38 (111)
that your treatment plan is being followed by those who assist you?	4.31 (5171)	4.34 (1273)	4.34 (3288)	4.32 (991)	4.30 (1427)	4.43 (175)	4.14 (456)	4.36 (107)
that the agency staff respect your ethnic and cultural background?	4.42 (5005)	4.44 (1233)	4.43 (3157)	4.41 (955)	4.46 (1393)	4.57 (168)	4.29 (455)	4.53 (110)
with the services that you receive?	4.36 (5210)	4.40 (1275)	4.38 (3285)	4.38 (984)	4.36 (1461)	4.52 (181)	4.22 (464)	4.40 (110)
that services are provided in a timely manner?	4.29 (5244)	4.32 (1293)	4.33 (3302)	4.30 (997)	4.25 (1479)	4.42 (185)	4.13 (463)	4.36 (111)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All ratings were above a 4.00 ("satisfied"). The ratings of this region ranged from 4.30 to 4.44.
- The highest rated item was with the staff's respect of ethnic and cultural backgrounds (mean of 4.44).
- The lowest rated item was the content of the treatment plan (mean of 4.30).
- The Non-CPRC Adult participants were the most satisfied with services (mean rating of 4.52).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with how you spend your day?	3.49 (5214)	3.55 (1288)	3.54 (3323)	3.53 (1004)	3.30 (1470)	3.40 (184)	3.75 (421)	4.01 (100)
with where you live?	3.70 (5185)	3.74 (1278)	3.74 (3301)	3.72 (996)	3.56 (1466)	3.68 (182)	3.85 (418)	4.08 (100)
with the amount of choices you have in your life?	3.47 (5192)	3.52 (1281)	3.53 (3306)	3.54 (1001)	3.30 (1467)	3.35 (180)	3.58 (419)	3.65 (100)
with the opportunities/chances you have to make friends?	3.55 (5175)	3.61 (1277)	3.61 (3301)	3.62 (997)	3.35 (1456)	3.42 (180)	3.77 (416)	3.81 (100)
with your general health care?	3.74 (5140)	3.78 (1271)	3.81 (3279)	3.78 (992)	3.50 (1458)	3.60 (182)	3.99 (403)	4.09 (97)
with what you do during your free time?	3.54 (5170)	3.59 (1286)	3.61 (3291)	3.60 (1002)	3.32 (1463)	3.43 (184)	3.80 (416)	3.88 (100)
How safe do you feel . . .								
in your home/agency?	4.04 (5187)	4.05 (1277)	4.02 (3298)	4.02 (991)	4.02 (1461)	4.04 (184)	4.29 (428)	4.34 (102)
in your neighborhood?	3.89 (5133)	3.93 (1265)	3.89 (3266)	3.93 (983)	3.85 (1448)	3.93 (181)	4.02 (419)	3.96 (101)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the Comprehensive Psychiatric Services service ratings.
- The consumers in this region were most satisfied with how safe they feel in their home (mean of 4.05) and least satisfied with the amount of choices in their lives (mean of 3.52).

CPS Comparison of Gender

A comparison was made between the male and female consumers in the satisfaction survey items. Females were more satisfied with the staff, knowledge of the staff, content of treatment plan, that the treatment plan was being followed, respect of ethnic and cultural backgrounds, services received and the timeliness of services provided. Males were more satisfied with their general health care and how safe they feel in their neighborhood. (See Table I-1).

Table I-1

CPS Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.34 (560)	4.44 (695)	F(1,1253)=4.148, p=.042
with how much your staff know about how to get things done?	4.23 (557)	4.38 (692)	F(1,1247)=8.760, p=.003
that your treatment plan has what you want in it?	4.23 (552)	4.36 (687)	F(1,1237)=7.098, p=.008
that your treatment plan is being followed by those who assist you?	4.27 (547)	4.40 (689)	F(1,1234)=7.710, p=.006
that the agency staff respect your ethnic and cultural background?	4.39 (540)	4.49 (661)	F(1,1199)=4.121, p=.043
with the services you receive?	4.34 (550)	4.46 (688)	F(1,1236)=6.408, p=.011
that services are provided in a timely manner?	4.24 (561)	4.40 (695)	F(1,1254)=9.249, p=.002
with your general health care?	3.86 (556)	3.73 (678)	F(1,1232)=4.376, p=.037
with how safe you feel in your neighborhood?	4.01 (542)	3.87 (684)	F(1,1224)=5.550, p=.019

CPS Comparison of Race/Ethnicity

A comparison was made among the different racial and ethnic backgrounds. Hispanics were most satisfied that the treatment plan was being followed, with services received, the timeliness of services provided, and with how safe they feel in their neighborhood. African Americans were most satisfied with how they spend their day and with their general health care. (See Table I-2.)

Table I-2

CPS Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
that the treatment plan is being followed by those who assist you?	4.36 (1091)	4.24 (102)	5.00 (9)	4.17 (24)	3.93 (14)	3.93 (14)	F(5,1248)=3.201, p=.007
with the services you receive?	4.43 (1091)	4.33 (99)	4.67 (9)	4.15 (26)	4.47 (17)	3.71 (14)	F(5,1250)=2.940, p=.012
that services are provided in a timely manner?	4.36 (1107)	4.22 (102)	4.78 (9)	3.96 (26)	4.06 (17)	3.79 (14)	F(5,1269)=3.401, p=.005
with how you spend your day?	3.54 (1098)	3.87 (103)	3.30 (10)	3.56 (25)	3.39 (18)	3.14 (14)	F(5,1262)=2.480, p=.030
with your general health care?	3.79 (1086)	3.95 (100)	3.10 (10)	3.27 (26)	3.71 (17)	3.50 (14)	F(5,1247)=2.647, p=.022
with how safe you feel in your neighborhood?	3.94 (1081)	3.91 (100)	4.56 (9)	3.88 (24)	3.72 (18)	3.15 (13)	F(5,1239)=2.270, p=.046
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i></p>							

CPS Comparison of Age Groups

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults years of age or older. Youth under the age of 18 were most satisfied with all significant items, while adults between 18 and 49 were least satisfied. (See Table I-3.)

Table I-3

CPS Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how you spend your day? (a, b, c)	4.02 (117)	3.43 (789)	3.66 (334)	F(2,1237)=18.164, p<.001
with where you live? (a, b)	4.04 (117)	3.63 (783)	3.91 (329)	F(2,1226)=10.346, p<.001
with opportunity to make friends? (a)	3.87 (117)	3.54 (784)	3.67 (328)	F(2,1226)=4.912, p=.008
with your general health care? (a, c)	4.12 (113)	3.71 (780)	3.83 (331)	F(2,1221)=7.533, p=.001
with what you do in your free time? (a, b)	3.98 (117)	3.49 (789)	3.73 (332)	F(2,1235)=12.452, p<.001
with how safe you feel in your home/agency? (a, c)	4.43 (119)	4.00 (779)	4.02 (330)	F(2,1225)=9.342, p<.001
with how safe you feel in your neighborhood?	4.04 (117)	3.87 (772)	4.02 (330)	F(2,1216)=3.022, p=.049
<i>Scheffe Post-Hoc significance at .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				
(b) Interaction between 18-49 Years and 50+ Years.				
(c) Interaction between 0-17 Years and 50+ Years.				

CPS Comparison of Current Living Arrangements

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who live independently were most satisfied with the staff, knowledge of the staff, content of treatment plan, that the treatment plan is followed, services received and timeliness of services provided. Consumers that lived with their biological parents were most satisfied with confidentiality, respect of ethnic and cultural backgrounds, how they spend their day, where they live, the amount of choices they have in their lives, opportunities to make friends, general health care, what they do in their free time and safety in their home/agency. Consumers living in a residential treatment facility were most satisfied with safety in their neighborhood. (See Table I-4).

Table I-4

CPS Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a, b)	4.49 (867)	4.04 (168)	4.13 (86)	3.83 (6)	4.38 (95)	4.43 (37)	F(5,1253)=10.415, p<.001
with how much your staff know about how to get things done? (a)	4.40 (863)	4.04 (167)	4.13 (85)	4.33 (6)	4.21 (94)	4.24 (38)	F(5,1247)=6.082, p<.001
with how staff keep things about you and your life confidential? (a, b, g, i)	4.52 (863)	4.11 (170)	4.05 (85)	3.83 (6)	4.54 (93)	4.46 (37)	F(5,1248)=11.147, p<.001
that your treatment plan has what you want in it? (a)	4.37 (856)	4.07 (164)	4.05 (84)	3.83 (6)	4.36 (95)	4.22 (37)	F(5,1236)=4.806, p<.001
that your treatment plan is being followed by those who assist you? (a)	4.42 (856)	4.08 (167)	4.17 (83)	3.83 (6)	4.36 (92)	4.22 (37)	F(5,1235)=5.983, p<.001
with how the staff respect your ethnic and cultural background? (a, b)	4.52 (816)	4.20 (166)	4.13 (83)	4.40 (5)	4.53 (94)	4.47 (36)	F(5,1194)=7.234, p<.001
with the services you receive? (a)	4.48 (859)	4.07 (166)	4.25 (81)	4.40 (5)	4.36 (94)	4.41 (37)	F(5,1236)=7.846, p<.001
that services are provided in a timely manner? (a, b)	4.41 (866)	4.04 (170)	4.06 (85)	4.00 (6)	4.32 (95)	4.30 (37)	F(5,1253)=7.224, p<.001
with how you spend your day? (d, e)	3.50 (870)	3.67 (169)	3.53 (86)	2.67 (6)	4.02 (86)	3.19 (37)	F(5,1248)=5.789, p<.001
with where you live? (c, e, f, i, j)	3.80 (864)	3.64 (170)	3.45 (84)	2.00 (6)	4.07 (86)	3.14 (36)	F(5,1240)=7.613, p<.001
with the amount of choices you have in your life?	3.56 (863)	3.52 (170)	3.38 (86)	2.33 (6)	3.62 (86)	3.00 (36)	F(5,1241)=3.276, p=.006
with the opportunities/chances to make friends? (f, j)	3.55 (857)	3.84 (170)	3.67 (87)	2.17 (6)	3.79 (86)	3.24 (37)	F(5,1237)=4.934, p<.001
with your general health care?	3.75 (859)	3.89 (171)	3.72 (86)	2.67 (6)	4.06 (83)	3.51 (37)	F(5,1236)=3.313, p=.006
with what you do during your free time? (e, f, h, j)	3.55 (865)	3.78 (171)	3.71 (87)	2.17 (6)	3.86 (86)	3.05 (37)	F(5,1246)=5.839, p<.001
with how safe you feel in your home/agency? (e, j)	4.05 (871)	4.04 (163)	3.99 (81)	2.33 (3)	4.36 (88)	3.59 (37)	F(5,1237)=4.989, p<.001
with how safe you feel in your neighborhood?	3.92 (864)	4.05 (160)	4.06 (82)	2.50 (4)	3.93 (87)	3.69 (35)	F(5,1226)=2.614, p=.023

Scheffe post-hoc significance at .05 or less.

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Biological Parents and Other.
- (f) Interaction between Group Home and Homeless.
- (g) Interaction between Group Home and Biological Parents.
- (h) Interaction between Group Home and Other.
- (i) Interaction between RTF and Biological Parents.
- (j) Interaction between Homeless and Biological Parents.
- (k) Interaction between Homeless and Other.

CPS Comparison Between Those Who Lived and Did Not Live in Residential Treatment Facilities

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that had not lived in a residential treatment facility were more satisfied with all significant items. (See Table I-5).

Table I-5

CPS Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.14 (290)	4.49 (933)	F(1,1221)=38.846, p<.001
with how much your staff know about how to get things done?	4.10 (286)	4.39 (932)	F(1,1216)=26.497, p<.001
with how staff keep things about you and your life confidential?	4.14 (293)	4.53 (928)	F(1,1219)=44.964, p<.001
that your treatment plan has what you want in it?	4.06 (289)	4.39 (920)	F(1,1207)=30.504, p<.001
that your treatment plan is being followed by those who assist you?	4.16 (286)	4.42 (920)	F(1,1204)=23.200, p<.001
that the agency staff respect you ethnic and cultural background?	4.19 (286)	4.55 (880)	F(1,1164)=44.965, p<.001
with the services you receive?	4.18 (282)	4.49 (926)	F(1,1206)=31.790, p<.001
with the services being provided in a timely manner?	4.08 (292)	4.43 (934)	F(1,1224)=36.148, p<.001

CPS Comparison across Programs

A comparison was made across the different comprehensive psychiatric services programs. Non-CPRC consumers were most satisfied with the staff. The Non-CPRC consumers were most satisfied with the staff, confidentiality, and with the staff's respect of ethnic and cultural backgrounds. The Child/Adolescents were most satisfied with how they spend their day, with where they live, the opportunities to make friends, their general health care, with what they do in their free time, and safety in their home/agency. (See Table I-6.)

Table I-6

CPS Consumers - Comparison across Programs

How satisfied are you...	CPRC Adult	Non-CPRC Adult	Child/Adolescent	Significance
with the staff who serve you? (a)	4.36 (999)	4.54 (184)	4.39 (111)	F(2,1291)=3.422, p=.033
with how staff keep things about you and your life confidential? (a)	4.38 (997)	4.59 (181)	4.51 (109)	F(2,1284)=5.040, p=.007
that the staff respect your ethnic and cultural background?	4.41 (955)	4.57 (168)	4.53 (110)	F(2,1230)=3.615, p=.027
with how you spend your day? (b, c)	3.53 (1004)	3.40 (184)	4.01 (100)	F(2,1285)=11.034, p<.001
with where you live?	3.72 (996)	3.68 (182)	4.08 (100)	F(2,1275)=4.554, p=.011
with the opportunities/ chances you have to make friends? (c)	3.62 (997)	3.42 (180)	3.81 (100)	F(2,1274)=4.202, p=.015
with your general health care? (b, c)	3.78 (992)	3.60 (182)	4.09 (97)	F(2,1268)=6.429, p=.002
with what you do during your free time? (c)	3.60 (1002)	3.43 (184)	3.88 (100)	F(2,1283)=4.908, p=.008
with how safe you feel in your home/agency? (b)	4.02 (991)	4.04 (184)	4.34 (102)	F(2,1274)=4.718, p=.009
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between CPRC Adults and Non-CPRC Adults. (b) Interaction between CPRC Adults and Child/Adolescent. (c) Interaction between Non-CPRC Adults and Child/Adolescent.				